ABSTRACT

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a system, method, apparatus, and computer program code for identifying

billing discrepancies includes receiving billing data from a billing entity, the billing

data including an assessed fee and call details associated with each of a plurality of

10   calls made by a customer, identifying, based at least in part on the call details received

from the billing data, rate information associated with the customer, generating an

expected fee for each of the plurality of calls, and comparing, for each of the plurality

of calls, the expected fee with the assessed fee to identify discrepancies.